



December 2025

CRW ACHIEVEMENTS FOR EXCELLENCE

CRW CLOSURES:

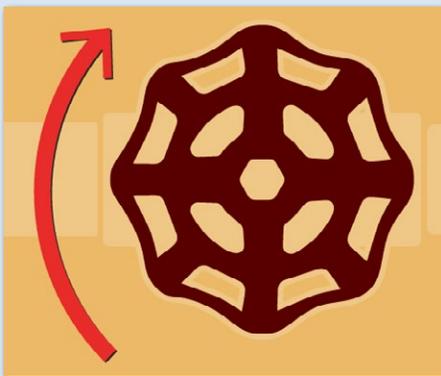
January 19, 2026 to observe the MLK Jr. Holiday

February 16, 2026 to observe President's Day Holiday

TIP OF THE MONTH

BE PREPARED: HOW TO SHUT OFF YOUR HOME'S WATER IN AN EMERGENCY

Learning how to turn off your home's water supply is an easy way to be more prepared for emergencies. Learn where to find your shut-off valve, what it looks like, and what steps to take if a pipe bursts in your home at <https://bit.ly/h2o-shut-off>.



<https://www.regionalh2o.org/emergency-preparedness/emergency-water-shut>

AWARDS ARE RECEIVED!

Excellence in Budget Presentation Award Presented to CRW

This award represents a significant achievement by CRW. It reflects the commitment of CRW and staff to meeting the highest principles of governmental budgeting. To receive the budget award, CRW had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as a policy document, a financial plan, an operations guide and a communications device. Budget documents must be rated "proficient" in all four categories, and in the fourteen mandatory criteria within those categories, to receive the award. CRW is proud to once again be the recipient of this award from the Government Finance Officers Association (GFOA). CRW is appreciative of the role the staff, CRW Budget Committee, and CRW Board all played in the development, review and adoption of the budget. To view the budget document, go to the following link, <https://bit.ly/4rLMpxt>.

CRW Receives Certificate of Achievement for Excellence in Financial Reporting

CRW received the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the fiscal year ending June 30, 2024. A big congratulations to the various staff (especially the Finance, Accounting & Customer Service Team) for the contributions to making sure that our reporting documents clearly communicate our financial story and presents information in a way that is understandable and maintains a spirit of "full disclosure".



DON'T LET JACK FROST GET THE BETTER OF YOU - BE WINTER PREPARED

DURING WINTER - You can keep the water in your pipes from freezing with these tips:

Turn on the faucet farthest from your water meter so that it has a slow and steady drip. Look for a faucet that is farthest from the street, like in the back of your home or upstairs. This will keep water moving and make it less likely to freeze in your pipes.

You can also open kitchen and bathroom cabinet doors to let the warmer air from the rest of your home into that space. This will help keep the pipes in your home's walls from freezing.

Think you have a frozen pipe? Here's how to tell if you do:

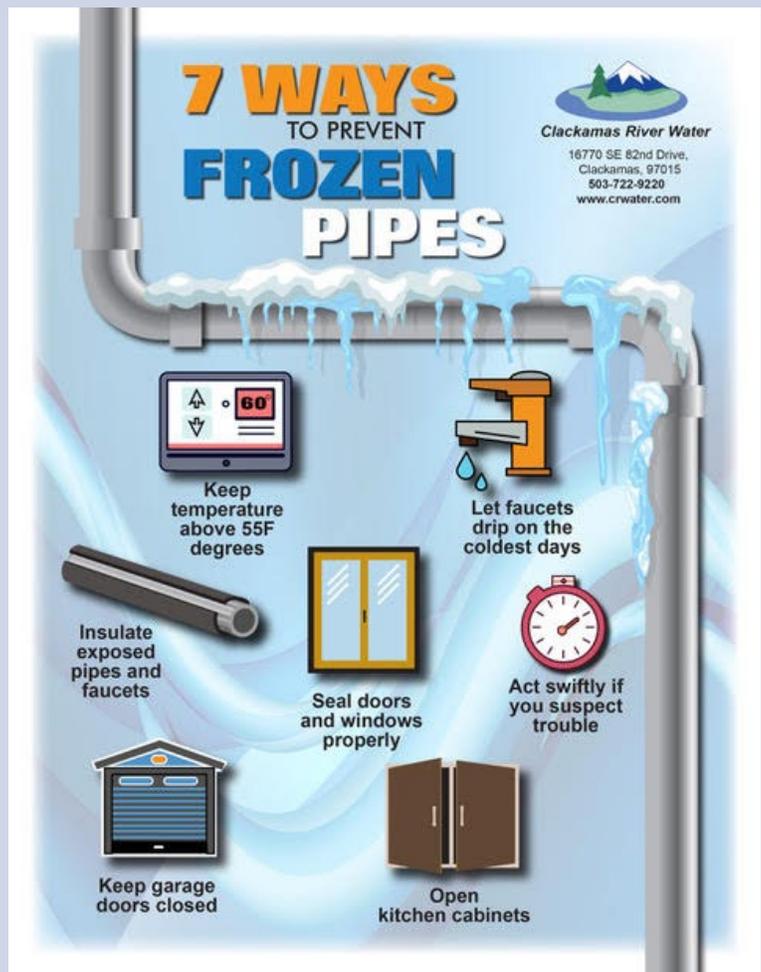
Turn on all faucets in your home; if some of them work and others do not, it is likely that you have a frozen pipe. Frozen pipes inside your home are the homeowner or landlord's responsibility.

If you try this and there is no water coming from any faucets, the issue may be something that your water provider will need to fix. Check the [CRW Website](#) for information about water outages in your area. If there's no information posted, call our customer service or emergency number to report the problem at **503-722-9220**.

Thawing frozen pipes:

To thaw frozen pipes safely, use a hair dryer on a low setting. Move the hair dryer back and forth over one-foot-long section of pipe at a time until water flows freely from the nearest faucet. NEVER thaw a frozen pipe with an open flame.

Once the pipe has thawed, turn on the faucet(s) in your home to a slow, steady drip to keep water moving through your pipes. This will help keep your pipes from refreezing.



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crwater.com/pay-your-bill
503-722-9220

Mon- Thurs 7:30 a.m. - 5:00 p.m.
Friday 7:30 a.m. - 4:00 p.m.



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